

## Stormwater User Fee Charge Inquiry/Review Fact Sheet

### *Stormwater User Fee Charge Review*

A customer's Stormwater User Fee Charge has been determined using the records from the City's utility billing database, aerial photographs, and field visits where necessary. Using this data, we have calculated the total impervious area of improvements such as buildings, pavements, etc. on your property. The SW Utility has determined that 2,654 square feet as an Equivalent Residential Unit (ERU) and all stormwater user fees are determined in terms of the number of ERUs.

The stormwater user fee is calculated as follows:

1. Most DSFR customers are charged a flat rate \$36.00 per year and most ASFR customers are charged a flat rate of \$14.40 per year. Two exceptions exist for DSFR parcels: DSFR customers (greater than 7,962 square feet impervious area) are charged a custom bill based on total ERUs (see NSFR calculation method below) and the reduced DSFR footprint credit.
2. NSFR customers are charged \$36.00 per ERU per year for every 2,654 square feet of impervious surface.
3. Undeveloped properties with total impervious area of less than 500 square feet are not charged a stormwater user fee.

All of the above fees are charged via the annual City property tax bill or via another billing system for tax exempt parcels.

If a customer believes that their Stormwater User Fee was calculated incorrectly, they need to complete the required form to request a review of the fee and send it to:

City of Duluth Stormwater  
3167 Main Street  
Duluth, GA 30096  
[stormwater@duluthga.net](mailto:stormwater@duluthga.net)

Upon receipt of the request, the City will review your property's billing account data and conduct additional research (as necessary) to establish the correct amount of impervious area and the resulting stormwater user fee. The request for Stormwater User Fee Review includes permission for City personnel to enter the customer's property to verify and measure existing improvements. If the customer has been billed incorrectly, any fees received over the correct charge amount will be refunded. However, if the City finds that the account has been under charged, the Stormwater User Fee will be adjusted upward, and the customer will be responsible for the new fee. Please note that the stormwater user fee must be paid and current in order for a Stormwater User Fee review to be initiated by the City. For more information, customers may contact City Staff at **770-476-1790**.

**Form: Application for Stormwater User Fee Charge Review**

Name of Applicant: \_\_\_\_\_

Property Street Address: \_\_\_\_\_

SW Utility Account Number: \_\_\_\_\_

Single Family Residential

Non-Single Family Residential (NSFR)

Typical DSFR \_\_\_\_\_

NSFR \_\_\_\_\_

Large SFR (>7,962 sq ft) \_\_\_\_\_

Other: \_\_\_\_\_

ASFR \_\_\_\_\_

Applicant's Daytime Phone Number \_\_\_\_\_

Applicant's Email Address \_\_\_\_\_

Name and Address of Applicant's Representative (if any) \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Daytime Phone Number for Applicant's Representative \_\_\_\_\_

Brief Explanation of Circumstances Relating to Request for User Fee Review \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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Do Not Write Below This Line – SW Utility Staff Use Only

Date Application Received \_\_\_\_\_ Accepted By \_\_\_\_\_

Results of Review

Date Review Completed \_\_\_\_\_

Fee Reduced      Amount of Refund \_\_\_\_\_ New Annual Bill Amount \_\_\_\_\_

Fee Increased      Amount of Increase \_\_\_\_\_ New Annual Bill Amount \_\_\_\_\_

No Adjustment Made